

FRESNO, CALIFORNIA

CLASS SPECIFICATION

REVENUE COLLECTIONS SUPERVISOR

FLSA STATUS:

Exempt

CLASS SUMMARY:

The Revenue Collections Supervisor is the second level in a two level Revenue Collections series. Incumbent supervises staff and handles complicated collections cases, including those involving bankruptcy, foreclosure, and superior court actions, as well as performs all of the duties of a Revenue Collections Specialist. Incumbent has a thorough understanding of the advanced areas of collections law and advanced techniques of collecting delinquent debts.

The Revenue Collections Supervisor is distinguished from the Revenue Collections Specialist by its first-line supervisory responsibilities.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

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| 1. | Supervises staff to include prioritizing and assigning work; coaching; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations. | Daily
30% |
| 2. | Supervises the daily operation in assigned administrative support area, which includes; planning, coordinating, administering, and evaluating projects, processes, procedures, systems, and standards; developing and coordinating work plans, participating in the development of goals and objectives; and, ensuring compliance with applicable Federal, State, and Local laws, regulations, codes, and/or standards | Daily
30% |
| 3. | Reviews accounts receivable reports to determine number of days customer accounts are delinquent. | Daily
10% |
| 4. | Contacts customers with delinquent accounts, attempts to collect debts owed to the City, and negotiates payment agreements with debtors. | Daily
10% |
| 5. | Locates persons responsible for delinquent accounts by researching current address, employers, and commercially-prepared reference materials and services; will obtain financial and credit information. | Daily
10% |
| 6. | Updates computer records with contact and payment information; responsible for monitoring accounts and ensuring follow-up contacts and timely payment of account; may adjust or cancel payment agreement based on ability to pay; oversees the maintenance of records and files related to delinquent accounts. | Daily
10% |
| 7. | Meets with customers to discuss payment arrangements and explain applicable laws, procedures, and regulations associated with debts. | Daily
10% |

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<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties are a representative sample; position assignments may vary.)		<u>FRE- QUENCY</u>
8.	Assists the City Attorney's Office or outside counsel in preparing cases for appropriate legal action to recover public funds; maintains records, correspondence, and other appropriate documents pertaining to cases; prepares or assists in preparing information related to earnings withholding, liens on personal property, or other legal action such as bankruptcies, probate, judgments or foreclosures; may appear in court to testify regarding delinquent accounts; recommends settlements and/or write-offs based on case facts.	Monthly 10%
9.	Responsible for developing revenue collection guidelines for use by departments throughout the City.	Monthly 10%
10.	Performs other duties of a similar nature or level.	As Required

Training and Experience (positions in this class typically require):

- Two years as a Revenue Collections Specialist or sixty accredited college level units, with at least twenty four units in business, accounting, real estate, law or finance-related courses and four years of collections experience, which includes or is supplemented by, two years of supervisory experience, are required.

OR

- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

- Basic Class C License

Knowledge (position requirements at entry):

Knowledge of:

- Supervisory principles and practices
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations
- Collections principles and practices
- Research methods
- Mathematical concepts
- Interviewing Techniques
- Office procedures, principles, practices and equipment
- Real estate principles and practices

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Skills (position requirements at entry):

Skill in:

- Monitoring and evaluating the work of subordinate staff
- Prioritizing and assigning work; detail oriented and ability to multi-task
- Training employees in proper work methods
- Using computers and applicable software applications
- Maintaining confidentiality
- Compiling and analyzing data and information
- Exercising initiative, and sound judgment in solving difficult and complex administrative and technical problems
- Using and maintaining applicable tools, equipment, vehicles, and hardware and software related to job duties
- Applying researching methods
- Conducting negotiations and preparing contracts
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, and repetitive motions, seeing and talking.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects including one's own body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. Some positions may require more frequent walking, lifting and standing.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

Reviewed by the City of Fresno

Date: 5/2008